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Gaining Cooperation: For the Workers' Compensation Professional: 3 Simple Steps to Getting the Injured Worker to do What You Want Them to do

Carl Van

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Gaining Cooperation is designed to help any Workers' Comp Professional who deals with injured workers on a regular basis. Sometimes injured workers can be uncooperative. They may not want to sign a form, give information, or supply documentation, even if it is to their benefit. This book provides the reader with a simple three- step process to not only getting the injured worker's cooperation, but to improving customer service. Some basic maxims are outlined and explained to help the reader gain the cooperation they are looking for. Maxim #1 : Great negotiators never argue with reasons, they argue with facts. Maxim#2 : You never have to prove anyone wrong, you only have to prove yourself right. Maxim#3 : People will consider your point of view to the exact degree that you demonstrate you understand their point of view. This book relies heavily on the "acknowledgment tool" to help the reader see that a little bit of empathy can go a long way.

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